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**From:** ServiceDesk v11 Notification <NoReply@Noreply.com>  
**Sent:** Tuesday, December 21, 2010 4:06 PM  
**To:** Hanchett, James (DPH)  
**Subject:** Manual Notify 650000 Notification

Incident 650000 Manual Notify.

Assigned to: Byrne, Eric D

Customer: Hanchett, James L

Description: ARHO - VISIT - James called because there are 4 printers serviced in the Amherst drug lab.  
413-545-2607

Reason: Manual Notification.

I was able to get two of the Drug Lab printers added to the state service contract. SLI will also be purchasing a new printer for the lab.

Byrne, Eric D